



**FISCAL YEAR 1998**

**ENVIRONMENTALLY PREFERABLE PRODUCT  
PILOT PURCHASE PROGRAM  
FINAL REPORT**

**OPERATIONAL SERVICES DIVISION**

**June 1999**

**The Pilot Purchase Program is Coordinated by:**

The Operational Services Division (OSD)  
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**Funding for the Pilot Purchase Program is Provided by:**

The Executive Office of Environmental Affairs  
Chelsea Center for Recycling and Economic Development

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**<http://www.magnet.state.ma.us/osd/enviro/enviro/htm>**

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## I. SUMMARY AND BACKGROUND

In Fiscal Year 1998 (July 1, 1997 - June 30, 1998), the Operational Services Division (OSD) utilized approximately \$70,000 in funding from the Executive Office of Environmental Affairs (EOEA) Clean Environment Fund and the Chelsea Center for Recycling and Economic Development to purchase and test environmentally preferable products throughout the state. The aim of the program, in its third year, is to continue to research and promote the use of environmentally preferable products (EPPs) with the potential for widespread application within the state. The program was coordinated by a working group of OSD, EOEA, and DEP staff. Products in 16 different categories were purchased for testing and evaluation, representing the largest diversity of products tested so far.

## III. PRODUCT SELECTION CRITERIA

**The program** purchased products that embodied the environmental tenets of recycling, toxicity reduction, and resource efficiency. Other considerations for purchase included:

- *products that had untapped potential for widespread use by state agencies and municipalities*
- *products that needed further evaluation in anticipation of state contract consideration*
- *products meeting resistance from purchasers*
- *new or innovative products that have not undergone testing*

Using the above criteria, the working group purchased products in the following categories during Fiscal Year 1998:

- environmentally preferable cleaners
- industrial absorbents made from recycled cellulose
- pick up sticks recycled from golf clubs (for litter removal)
- plastic lumber decking
- plastic lumber furniture
- recycled carpeting
- recycled copy paper
- recycled office supplies
- recycled paint
- recycled plastic oil pans (for municipal oil recycling programs)
- recycled plastic traffic cones
- recycled plastic promotional items

- recycled rubber flooring
- recycled rubber wear pad for snow plow
- remanufactured toner cartridges
- re-refined oil

See Summary of Spending and Vendor Summary for details. See Product & Service Information section of the environmental procurement website for more information on the products tested by the program.

#### **IV. TEST SITE IDENTIFICATION**

OSD continued to conduct *Buy Recycled* workshops in 1998 to educate state facility and municipal purchasers about environmental procurement practices. In addition, workshop participants learned about the Pilot Purchase Program and the opportunities for participation. The combination of outreach and “word of mouth” within the purchasing community provided the working group with a number of agencies and municipalities that were interested in participating in the program.

A major focus of the working group in 1998 was on promoting Program participation by municipalities. In recent years, state agencies and facilities have started to regularly purchase EPPs as they have been made available on state contract, but the diverse municipal markets for these products remain underdeveloped. The working group decided that the Pilot Purchase Program would be a good vehicle with which to reach out to municipalities.

Paint purchases for cities and towns comprised a large part of this year’s Pilot Purchase Program. Through it, municipalities were able to buy recycled paint at a 50% subsidy. Seventeen municipalities and two housing authorities took part in the program. Other products targeted toward municipalities were office supplies, recycled copy paper, remanufactured toner cartridges, and re-refined oil. MassRecycle assisted OSD in distributing a number of these products to facilities within the towns of Natick and Norwood. The Franklin Country Solid Waste Management district also acted as a distributor for these products to facilities at towns within Franklin County.

See Summary Table for complete list of products and recipients

## IV. PROCUREMENT PROCESS

OSD coordinated the procurement of all products purchased under the Program. Three methods of procurement were utilized: state contract price agreements, Requests for Response (RFR) for non-contract purchases over \$1,000, and Request for Quote (RFQ) for non-contract purchases under \$1,000. Copy paper, office supplies, paint, traffic cones, toner cartridges, and re-refined oil were on state contract. RFRs were used for cleaners, plastic lumber products, carpeting, and rubber flooring, while RFQs were used for smaller purchases such as absorbents, pick up sticks, oil pans, water bottles, and the snow plow wear pad. Evaluation criteria for purchases made with RFRs and RFQs included price, satisfaction of specifications, and past performance.

The majority of products were purchased using the Pilot Purchase Fund provided by EOEA and the Chelsea Center and were free of charge to the recipients. Exceptions included paint, for which participants paid 50%, and the Brookline plastic lumber project, for which OSD bought the lumber and the Town of Brookline paid for installation.

## V. PRODUCT EVALUATION

Products were purchased and distributed in May and June of 1998 and were tested over a number of months. In the Fall of 1998, OSD sent out evaluation forms to Pilot Purchase participants. These evaluation forms were used to gather feedback on satisfaction with both the product and the program. 70 evaluations were sent and 50 were received, for a response rate of 71%. Detailed product evaluation summaries can be found in Attachment E. The following are synopses of feedback gathered on the different products:

**environmentally preferable cleaners** These products were evaluated as part of an approval process for state contract GRO04. The results of the evaluation could be found in the award notice for the above-mentioned contract on the Commonwealth procurement web site [www.comm-pass.com](http://www.comm-pass.com) and the Environmental Procurement Program web page.

**industrial absorbents** In 1998, OSD tested two different types of industrial absorbents purchased from two vendors (See Attachment E for detailed evaluation results for each vendor). One of the absorbents was manufactured from peat moss (vendor A) and the other one from recycled cellulose (Vendor B). Both products were used primarily in automotive repair garages, although it was also used to clean road spills. Response varied by absorbent brand. The peat moss absorbent was rated at least as good as regular products serving the

same purpose, and, in most cases, better. All respondents would recommend this brand to others. The second brand, manufactured from recycled cellulose, did not absorb as well as the regular product and had a foul smell. The vendor explained that the batch of the product used for the test was defective, and normally the recycled cellulose product does not have an odor. OSD will continue to test EPP absorbents to further study this group of products and characteristics of different brands.

#### **pick up sticks**

Pick-up sticks made from golf club shafts were tested for litter removal. While the appearance and ease-of-use were acceptable, the product's durability and overall performance were below average. The users were concerned about the safety of the tool. The cost of the product was almost twice the cost of a regular pick-up stick, and the testing agency was not sure if they would recommend this product to others.

#### **plastic lumber decking**

Plastic lumber was used for a handicap-accessible boardwalk at a state forest restroom. The lumber rated higher than the wood usually used for the job, and the evaluator was highly satisfied with the product.

#### **plastic lumber furniture**

OSD purchased a recycled plastic picnic table the outside dining area at the Massachusetts Hospital School and a plastic lumber bench for the Executive Office of Environmental Affairs (EOEA). Response was very good, with the furniture scoring the highest ratings for durability, overall satisfaction, and comparison to the normally used items.

#### **recycled carpeting**

One municipality, the Town of Granby, received 30.5 square yards of recycled carpeting for use in their government offices. The evaluator was very happy with the range of product color options as well as its appearance and performance, giving it the highest possible marks in every category.

#### **recycled copy paper**

**One of the components of** this year's Pilot Purchase Program involved supplying copy paper to schools and municipalities as a way of demonstrating the quality of the product. The Town of Bedford received five cases of recycled paper. Franklin County Solid Waste Management District received 18 cases for distribution among member municipalities. Overall, response was moderate. Two of the testers noticed that their older machines experienced problems with jamming and dust accumulation. The contact person from the site where the paper caused dust accumulation explained that it could be due to the age of the copying equipment used at the facility. Half of the respondents would recommend recycled paper to others, less than half of the respondents said they would buy the product again. OSD will continue to test recycled copy paper in the future.

#### **recycled office supplies**

This year, an assortment of office supplies including pads of paper, post-it notes, and floppy disks containing recycled content were bought for municipalities of the Franklin County Solid Waste Management District as well as the Towns of Natick and Norwood. All feedback on the products tested was positive.

#### **recycled paint**

This year, 20 municipalities received 60 percent post-consumer recycled paint for testing and evaluation purposes. The testing agencies indicated that their choice of colors was limited, but overall the appearance and performance was rated very positively. Products were ordered from two vendors (See Appendix E for detailed evaluation results for each of the vendors). While quantitative responses for the two were similar, the willingness to recommend and order more products from one was much greater than for the other. After this test, OSD sent the second vendor's (Vendor B) paint to an independent laboratory for additional evaluation. As a result of the test, the second vendor is no longer on state contract.

#### **recycled plastic oil pans**

In order to evaluate their potential for facilitating municipal motor oil recycling programs, plastic drain pans were offered as part of this year's Pilot Purchase. The pans were manufactured from 70 percent post-consumer recycled plastics. The pans were distributed among the residents of the Cities of Newburyport and Gloucester. Both evaluators said that they got good feedback from the public on the product's performance and said they would purchase the product again. Sue Mitchell, the evaluator from Gloucester, said that the pans reduced the amount of oil disposed of in the trash in her municipality. In addition she suggested that the pans be made semi-transparent or with a transparent strip so that the residents would be able to see how much room is left in the pan.

#### **recycled plastic traffic cones**

Traffic cones made from 8 percent post-consumer and 50 percent post-industrial recycled plastic were supplied to the Town of Norwood, who distributed them to their DPW, Recreation Department, Town Hall custodian, and School Maintenance personnel. Sentiment was overwhelmingly positive, with the testers rating the recycled product excellent in comparison with their regular, non-recycled cones. The greater weight of the recycled cones was an important asset to the evaluators.

#### **recycled plastic promotional items**

As a promotional item to be distributed at the annual Buy Recycled Vendor Fair, OSD bought recycled plastic water bottles. While no official evaluation has been performed, recipients have been enthusiastic about their quality. All 600 bottles had been distributed within 9 months.

### **recycled rubber flooring**

The testing agency, Wrentham Developmental Center, intended to install the flooring in their industrial workshop. By the time of the report the flooring had not been installed.

### **recycled rubber wear pad**

The product was tested at only one site, Boston Department of Public Works. Its appearance, durability and performance were rated average. The ease of assembly, installation and initial use was rated below average. The Boston DPW contact person explained that it was due to the need to manage the bolts attaching the wear pad to the plow. OSD is planning to perform more tests of the product to determine its performance characteristics.

### **remanufactured toner cartridges**

Remanufactured toner cartridges were sent to three test sites this year. At one of the sites, despite the procurement official's willingness to participate in the test, the person who operated the equipment refused to use the cartridge. The person assumed that any damage attributable to the use of the remanufactured cartridge would not be covered under the manufacturer's warranty. Only one of the two remaining evaluators returned the form. In this case, the remanufactured cartridge worked as well as the virgin product, and overall satisfaction was high.

### **re-refined oil**

Two MWRA sites and seven municipalities received re-refined motor oil, mostly 10W40 including diesel rating oil and 15W40. Out of the nine evaluations sent, only five testers responded. Two of these did not use the oil for undisclosed reasons. The three evaluations that were completed ranked the re-refined oil as good or better than their regular, virgin oil. Two of these three would recommend this product, and would buy it again. OSD is planning to expand the re-refined motor oil test in the following year.

## **VI. PROGRAM EVALUATION**

- As a method of testing products for future state contracts, the Program has been a marked success. In FY98, OSD established a state contract for recycled paint. In FY99, contracts for remanufactured toner cartridges, plastic lumber and recycled plastic products, and recycled flooring products were added. All of these products had first been tested in the Pilot Purchase Program.
- The overwhelming majority (69 percent) of respondents were 'very satisfied' with the FY98 Pilot Purchase Program. 22 percent were 'Somewhat Satisfied,' and eight percent were 'Not at All Satisfied.' As in past years, negative program ratings were usually linked to negative product ratings. For instance, two of the three 'Not at All Satisfied' responses were from



testers of recycled copy paper - the only two that would not recommend the product to others.

- Over 90 percent of respondents expressed that they would like to take part in future Pilot Purchase Programs. That this percentage is higher than those 'Very Satisfied' with the program implies that testers believe that past inefficiencies and problems are being addressed.
- This high percentage also may show that the traditional lack of information problems associated with recycled products are being overcome, encouraging purchasers to shift toward EPPs. The new contracts mentioned above provide a convenient avenue for future EPP purchases.

## **VII. RECOMMENDATIONS**

The Pilot Purchase Program continues to be a valuable tool for educating the purchasing community and for testing innovative products. However, every year new needs and opportunities arise that suggest areas in which changes can be made. Recommendations for future Pilot Purchase Programs are:

1. *Share the program coordination workload.* This is the first year that an intern has coordinated the Pilot Purchase Program. On average, interns at OSD work fifteen hours a week, which has proven to be insufficient for the intensity of the work involved. We recommend that the DEP take over site identification for products that are paid for by the DEP grant program and the initial contact stages, and that OSD do the ordering and evaluation follow-up.
2. *Perform longer-term evaluations and follow-up.* Presently, an evaluation is completed several months after the products are delivered and installed. However, one of the greatest advantages for some of these products is their durability. For other products, their intended life is much greater than a few months. In order to get an accurate assessment of their performance compared to non-environmentally preferable products, it would be necessary to gather longer-term feedback.
3. *Have a designated contact person in the testing agency.* All the agencies participating in the program should designate a contact person who would be responsible for returning the packing slips and filling out the evaluation form. This should be made part of the agreement between OSD and the agency from the very beginning. The contact person should then receive a letter stating his/her specific responsibilities and the kind of assistance the program coordinator would expect from him/her.

4. *Evaluate the greater impact of the Pilot Purchase Program.* While one of the tenets of the Pilot Purchase Program is to change the purchasing habits of officials, no framework is in place to actually evaluate if these changes are occurring. Therefore, opportunities need to be found to track the impact the Program has had on overall EPP purchasing practices. A survey could be compiled and distributed among the participants of the past years' programs.
5. *Design a program manual.* The Pilot Purchase Program run by an intern is likely to "change hands" before completion. It would be useful to document the common as well as most effective practices in order to continually improve the program. It will also reduce the time necessary for a new intern to learn about the program. The manual could contain a timeline for the program with specific steps to take at each stage.
6. *Work with the vendors on the evaluation process.* The program could assist the vendors in getting meaningful feedback from the users and improving their products. This would make the impact of the evaluation process more significant and could be one of the things to emphasize working on the return rate of the evaluations.
7. *Improve the evaluation form.* Several suggestions could be made for the improvement of the evaluation form itself.
  - The evaluation form therefore could be more product specific allowing to retrieve more information. It could contain a number of core questions common for all the products, other questions would vary.
  - the perceived length of the form should be reduced. Ideally, the designer of the form should make it fit on one page.
  - The comment lines after each question in Section III was underutilized by the respondents. One comment section for the whole evaluation form or one comment space for each section of the form should be provided.
  - Attention should be paid to questions 'split' by respondents into two. For example, the question on assembly, installation and initial use in case of recycled paint would require two separate answers if the respondent would like to rate mixing and application differently.

## ATTACHMENT A - SPENDING SUMMARY

| PRODUCT CATEGORY   | PRODUCT COST |
|--|--------------|
| Environmentally preferable cleaners                              | \$10,667.13  |
| Industrial absorbents made from recycled cellulose               | \$1,988.00   |
| Pick up sticks recycled from golf clubs (for litter removal)     | \$576.00     |
| Plastic lumber decking   | \$17,277.60  |
| Plastic lumber furniture   | \$1,273.00   |
| Recycled carpeting   | 8,979.73     |
| Recycled copy paper  | \$6,760.60   |
| Recycled office supplies   | \$1,615.32   |
| Recycled paint   | \$4,183.85   |
| Recycled plastic oil pans (for municipal oil recycling programs) | \$958.40     |
| Recycled plastic traffic cones                                   | \$315.36     |
| Recycled plastic water bottles                                   | \$778.00     |
| Recycled rubber flooring   | \$7,132.00   |
| Recycled rubber wear pad for snow plow                           | \$950.00     |
| Remanufactured toner cartridges                                  | \$486.61     |
| re-refined oil   | \$3,590.63   |
| TOTAL  | \$67,532.23  |

## ATTACHMENT B - SATISFACTION WITH PILOT PURCHASE PROGRAM

|                           | Very | Somewhat | Not At All |
|---------------------------|------|----------|------------|
| Satisfaction with Program | 28   | 11       | 3          |
| % of Total                | 67%  | 26%      | 7%         |

|  | Yes | No | Not sure |
|--|-----|----|----------|
| Willingness to Participate in the Future Program | 39  | 3  | 1        |

|            |     |    |    |
|------------|-----|----|----|
| % of Total | 90% | 7% | 2% |
|------------|-----|----|----|

## ATTACHMENT C - VEDOR SUMMARY

| PRODUCT CATEGORY                | Vendor                        | Type of Procurement | Location          |
|---------------------------------|-------------------------------|---------------------|-------------------|
| EP cleaners                     | New England Maintenance Depot | RFR                 | Springfield, MA   |
|                                 | Simplex                       | RFR                 | Sharon, MA        |
|                                 | Industrial Wiper              | RFR                 | Chelsea, MA       |
|                                 | M.D. Stetson                  | RFR                 | Randolph, MA      |
|                                 | Rochester Midland             | RFR                 | Franklin, MA      |
|                                 | United Laboratories           | RFR                 | Blackstone, MA    |
| Industrial absorbents           | Cellutech                     | RFQ                 | Ashland, MA       |
|                                 | A&A Industrial Supply         | RFQ                 | Wilmington, MA    |
| Pick up sticks                  | Continental Golf              | RFQ                 | Raleigh, NC       |
| Plastic lumber decking          | Goric Marketing Group         | RFR                 | Ashland, MA       |
|                                 | Enviro-Tech Resource Group    | RFR                 | Encino, CA        |
| Plastic lumber furniture        | Earth Safe, Inc.              | RFQ                 | Marston Mills, MA |
|                                 | M.E. O'Brien                  | RFQ                 | Medfield, MA      |
| Recycled carpeting              | New Bedford Floors            | RFR                 | New Bedford, MA   |
| Recycled copy paper             | Lndenmeyr Monroe              | PA                  | North Reading, MA |
|                                 | Corane Co. dba APCO           | PA                  | Billerica, MA     |
| Recycled office supplies        | Corporate Express             | RFQ                 | Lawrence, MA      |
|                                 | New England Office Supply     | PA                  | Braintree, MA     |
| Recycled paint                  | Paint Solutions               | PA                  | St. Louis, MO     |
|                                 | Durant Paint                  | PA                  | Revere, MA        |
|                                 | PRA Laboratories, Inc.        | RFQ                 | Ypsilanti, MI     |
| Recycled plastic oil pans       | Geo Plastics                  | RFQ                 | Oakland, CO       |
| Recycled plastic traffic cones  | Work Area Protection          | PA                  | St. Carles, IL    |
| Recycled promotional items      | Signature Marketing           | RFQ                 | Simsbury, CT      |
| Recycled rubber flooring        | Mats Incorporated             | RFR                 | Stoughton, MA     |
| Snow plow wear pad              | F&B Enterprises               | RFQ                 | New Bedford, MA   |
| Remanufactured toner cartridges | Quality Image                 | PA                  | Boston, MA        |
|                                 | Supply Solutions              | PA                  | Wnchester, MA     |
| re-refined oil                  | Dennis K. Burke               | PA                  | Chelsea, MA       |

## ATTACHMENT D - SUMMARY OF RECIPIENTS AND PRODUCTS

| PRODUCT                             | RECIPIENT                                       |
|-------------------------------------|---|
| Environmentally Preferable Cleaners | Massachusetts Hospital School                   |
| Industrial Absorbents               | Boston DPW                                      |
|                                     | Natick DPW                                      |
|                                     | Leominster DPW                                  |
|                                     | MWRA Vehicle Maintenance                        |
|                                     | Melrose Public Works                            |
|                                     | Dennis DPW                                      |
| Pick-up Sticks                      | Massachusetts Highway Department                |
| Plastic Lumber for Decking          | Brookline Park and Forestry Department          |
|                                     | Harold Parker State Forest                      |
| Plastic Lumber Furniture            | Massachusetts Hospital School                   |
|                                     | Executive Office of Environmental Affairs       |
| Recycled Carpeting                  | Town of Granby                                  |
| Recycled Copy Paper                 | Northampton School Department                   |
|                                     | Glenbrook Middle School                         |
|                                     | Wolf Swamp Middle School                        |
|                                     | Williams Middle School                          |
|                                     | Longmeadow High and Superintendent's Office     |
|                                     | Blueberry Hill Schools                          |
|                                     | Longmeadow Center School                        |
|                                     | Whatley Elementary School                       |
|                                     | Everett Educational Center                      |
|                                     | Nathaniel Wilcox School                         |
|                                     | Kingston Elementary School                      |
| Recycled Office Supplies            | Franklin County Solid Waste Management District |
|                                     | Town of Natick                                  |
|                                     | Town of Norwood                                 |
| Recycled Paint                      | Northbridge Public Schools                      |
|                                     | Town of Amherst                                 |
|                                     | Norwood Town Hall                               |
|                                     | Town of Westport                                |
|                                     | Town of Needham                                 |
|                                     | Town of Halifax                                 |
|                                     | Town of Hardwick                                |
|                                     | Town of Boxford                                 |
|                                     | Town of Fall River                              |
|                                     | Town of Lincoln                                 |
|                                     | Town of Marshfield                              |
|                                     | Town of Walpole                                 |
|                                     | Town of Natick                                  |
|                                     | City of North Adams                             |
|                                     | Franklin Housing Authority                      |
|                                     | Gloucester Housing Authority                    |
|                                     | Greater New Bedford Refuse District             |
|                                     | Springfield Municipal Refuse Facility           |
|                                     | Bourne Department of Public Works               |
|                                     | Somerville Department of Public Works           |

## Attachment D – Summary of Recipients and Products (*cont'd*)

|                                      |   |
|--------------------------------------|---|
| Oil Pans for Municipal Oil Recycling | City of Gloucester                              |
|                                      | City of Newburyport                             |
| Traffic Cones                        | Town of Norwood                                 |
| Rubber Flooring                      | Wrentham Developmental Center                   |
| Wear Pads for Snow Plows             | Boston Central Fleet Management                 |
| Remanufactured Toner Cartridges      | Franklin County Solid Waste Management District |
|                                      | Town of Natick                                  |
|                                      | Town of Norwood                                 |
| Rerefined Oil                        | MWRA Glenwood Yard                              |
|                                      | MWRA Deer Island                                |
|                                      | Natick DPW                                      |
|                                      | City of Marlboro                                |
|                                      | Leominster DPW                                  |
|                                      | Kingston Highway Department                     |
|                                      | Winchester DPW                                  |
|                                      | Bedford DPW                                     |

## ATTACHMENT E - DETAILED PRODUCT EVALUATIONS

|  |   |
|--|---|
| <b>EVALUATION SUMMARY</b><br><br><b>INDUSTRIAL ABSORBENTS - VENDOR A</b><br><br><b>4 EVALUATIONS SENT</b><br><b>4 EVALUATIONS RECEIVED</b> | <b>KEY</b><br>Excellent = 5<br>Good = 4<br>Average = 3<br>Below Average = 2<br>Poor = 1 |
|--|---|

| QUESTION                                 | # OF RESPONSES/QUESTION |      |         |            |      |      |           |
|--|-------------------------|------|---------|------------|------|------|-----------|
|  | Excellent               | Good | Average | Below Avg. | Poor | N/A  | Avg. Rank |
| <b>Range of Options</b>                  |                         | 2    | 2       |            |      |      | 3.5       |
| % of Total                               |                         | 50%  | 50%     |            |      |      |           |
| <b>Appearance</b>                        | 2                       | 2    |         |            |      |      | 4.5       |
| % of Total                               | 50%                     | 50%  |         |            |      |      |           |
| <b>Ease of Assembly and Installation</b> | 1                       | 3    |         |            |      |      | 4.3       |
| % of Total                               | 25%                     | 75%  |         |            |      |      |           |
| <b>Durability</b>                        |                         | 2    | 1       |            |      | 1    | 3.7       |
| % of Total                               |                         | 50%  | 25%     |            |      | 25%  |           |
| <b>Overall Satisfaction</b>              |                         | 3    | 1       |            |      |      | 3.8       |
| % of Total                               |                         | 75%  | 25%     |            |      |      |           |
| <b>Comparison to Traditional Product</b> |                         | 3    | 1       |            |      |      | 3.8       |
| % of Total                               |                         | 75%  | 25%     |            |      |      |           |
| <b>Customer Service</b>                  |                         |      |         |            |      | 4    | N/A       |
| % of Total                               |                         |      |         |            |      | 100% |           |

|                          | Yes  | No | Not Sure |
|--------------------------|------|----|----------|
| <b>Recommend Product</b> | 4    |    |          |
| % of Total               | 100% |    |          |
| <b>Purchase Again</b>    | 4    |    |          |
| % of Total               | 100% |    |          |



|   |
|---|
| <b>EVALUATION SUMMARY</b>               |
| <b>INDUSTRIAL ABSORBENTS - VENDOR B</b> |
| <b>3 EVALUATIONS SENT</b>               |
| <b>1 EVALUATIONS RECEIVED</b>           |

**KEY**  
 Excellent = 5  
 Good = 4  
 Average = 3  
 Below Average = 2  
 Poor = 1

| QUESTION                                 | # OF RESPONSES/QUESTION |      |         |            |      |      |           |
|--|-------------------------|------|---------|------------|------|------|-----------|
|  | Excellent               | Good | Average | Below Avg. | Poor | N/A  | Avg. Rank |
| <b>Range of Options</b>                  |                         |      |         | 1          |      |      | 2.0       |
| % of Total                               |                         |      |         | 100%       |      |      |           |
| <b>Appearance</b>                        |                         |      | 1       |            |      |      | 3.0       |
| % of Total                               |                         |      | 100%    |            |      |      |           |
| <b>Ease of Assembly and Installation</b> |                         |      | 1       |            |      |      | 3.0       |
| % of Total                               |                         |      | 100%    |            |      |      |           |
| <b>Durability</b>                        |                         |      |         | 1          |      | 1    | 2.0       |
| % of Total                               |                         |      |         | 100%       |      | 25%  |           |
| <b>Overall Satisfaction</b>              |                         |      |         | 1          |      |      | 2.0       |
| % of Total                               |                         |      |         | 100%       |      |      |           |
| <b>Comparison to Traditional Product</b> |                         |      |         | 1          |      |      | 2.0       |
| % of Total                               |                         |      |         | 100%       |      |      |           |
| <b>Customer Service</b>                  |                         |      |         |            |      | 1    | N/A       |
| % of Total                               |                         |      |         |            |      | 100% |           |

|                          | Yes | No   | Not Sure |
|--------------------------|-----|------|----------|
| <b>Recommend Product</b> |     | 1    |          |
| % of Total               |     | 100% |          |
| <b>Purchase Again</b>    |     | 1    |          |
| % of Total               |     | 100% |          |

|  |
|--|
| <b>EVALUATION SUMMARY</b>                |
| <b>PICK-UP STICKS FOR LITTER REMOVAL</b> |
| <b>1 EVALUATION SENT</b>                 |
| <b>1 EVALUATION RECEIVED</b>             |

**KEY**

Excellent = 5

Good = 4

Average = 3

Below Average = 2

Poor = 1

| QUESTION                                 | # OF RESPONSES/QUESTION |      |         |            |      |      |           |
|--|-------------------------|------|---------|------------|------|------|-----------|
|  | Excellent               | Good | Average | Below Avg. | Poor | N/A  | Avg. Rank |
| <b>Range of Options</b>                  |                         |      |         | 1          |      |      | 2.0       |
| % of Total                               |                         |      |         | 100%       |      |      |           |
| <b>Appearance</b>                        |                         |      | 1       |            |      |      | 3.0       |
| % of Total                               |                         |      | 100%    |            |      |      |           |
| <b>Ease of Assembly and Installation</b> |                         |      | 1       |            |      |      | 3.0       |
| % of Total                               |                         |      | 100%    |            |      |      |           |
| <b>Durability</b>                        |                         |      |         | 1          |      |      | 2.0       |
| % of Total                               |                         |      |         | 100%       |      |      |           |
| <b>Overall Satisfaction</b>              |                         |      |         | 1          |      |      | 2.0       |
| % of Total                               |                         |      |         | 100%       |      |      |           |
| <b>Comparison to Traditional Product</b> |                         |      |         | 1          |      |      | 2.0       |
| % of Total                               |                         |      |         | 100%       |      |      |           |
| <b>Customer Service</b>                  |                         |      |         |            |      | 1    | 0.0       |
| % of Total                               |                         |      |         |            |      | 100% |           |

|                          | Yes | No   | Not Sure |
|--------------------------|-----|------|----------|
| <b>Recommend Product</b> |     |      | 1        |
| % of Total               |     |      | 100%     |
| <b>Purchase Again</b>    |     | 1    |          |
| % of Total               |     | 100% |          |

|                               |
|-------------------------------|
| <b>EVALUATION SUMMARY</b>     |
| <b>PLASTIC LUMBER DECKING</b> |
| <b>2 EVALUATIONS SENT</b>     |
| <b>1 EVALUATION RECEIVED</b>  |

**KEY**  
 Excellent = 5  
 Good = 4  
 Average = 3  
 Below Average = 2  
 Poor = 1

| QUESTION                                 | # OF RESPONSES/QUESTION |      |         |            |      |      |           |
|--|-------------------------|------|---------|------------|------|------|-----------|
|  | Excellent               | Good | Average | Below Avg. | Poor | N/A  | Avg. Rank |
| <b>Range of Options</b>                  |                         | 1    |         |            |      |      | 5.0       |
| % of Total                               |                         | 100% |         |            |      |      |           |
| <b>Appearance</b>                        |                         | 1    |         |            |      |      | 5.0       |
| % of Total                               |                         | 100% |         |            |      |      |           |
| <b>Ease of Assembly and Installation</b> |                         |      | 1       |            |      |      | 4.0       |
| % of Total                               |                         |      | 100%    |            |      |      |           |
| <b>Durability</b>                        | 1                       |      |         |            |      |      | 5.0       |
| % of Total                               | 100%                    |      |         |            |      |      |           |
| <b>Overall Satisfaction</b>              | 1                       |      |         |            |      |      | 5.0       |
| % of Total                               | 100%                    |      |         |            |      |      |           |
| <b>Comparison to Traditional Product</b> |                         | 1    |         |            |      |      | 5.0       |
| % of Total                               |                         | 100% |         |            |      |      |           |
| <b>Customer Service</b>                  |                         |      |         |            |      | 1    | N/A       |
| % of Total                               |                         |      |         |            |      | 100% |           |

|                          | Yes  | No | Not Sure |
|--------------------------|------|----|----------|
| <b>Recommend Product</b> | 1    |    |          |
| % of Total               | 100% |    |          |
| <b>Purchase Again</b>    | 1    |    |          |
| % of Total               | 100% |    |          |

|                                 |
|---------------------------------|
| <b>EVALUATION SUMMARY</b>       |
| <b>PLASTIC LUMBER FURNITURE</b> |
| <b>1 EVALUATION SENT</b>        |
| <b>1 EVALUATION RECEIVED</b>    |

**KEY**  
**Excellent = 5**  
**Good = 4**  
**Average = 3**  
**Below Average = 2**  
**Poor = 1**

| QUESTION                                 | # OF RESPONSES/QUESTION |      |         |            |      |      |           |
|--|-------------------------|------|---------|------------|------|------|-----------|
|  | Excellent               | Good | Average | Below Avg. | Poor | N/A  | Avg. Rank |
| <b>Range of Options</b>                  | 1                       |      |         |            |      | 1    | 5.0       |
| % of Total                               | 50%                     |      |         |            |      | 50%  |           |
| <b>Appearance</b>                        | 2                       |      |         |            |      |      | 5.0       |
| % of Total                               | 100%                    |      |         |            |      |      |           |
| <b>Ease of Assembly and Installation</b> |                         | 1    |         |            |      | 1    | 4.0       |
| % of Total                               |                         | 50%  |         |            |      | 50%  |           |
| <b>Durability</b>                        | 2                       |      |         |            |      |      | 5.0       |
| % of Total                               | 100%                    |      |         |            |      |      |           |
| <b>Overall Satisfaction</b>              | 2                       |      |         |            |      |      | 5.0       |
| % of Total                               | 100%                    |      |         |            |      |      |           |
| <b>Comparison to Traditional Product</b> | 2                       |      |         |            |      |      | 5.0       |
| % of Total                               | 100%                    |      |         |            |      |      |           |
| <b>Customer Service</b>                  |                         |      |         |            |      | 2    | 0.0       |
| % of Total                               |                         |      |         |            |      | 100% |           |

|                          | Yes  | No | Not Sure | N/A |
|--------------------------|------|----|----------|-----|
| <b>Recommend Product</b> | 1    |    |          | 1   |
| % of Total               | 50%  |    |          | 50% |
| <b>Purchase Again</b>    | 2    |    |          |     |
| % of Total               | 100% |    |          |     |

|                              |
|------------------------------|
| <b>EVALUATION SUMMARY</b>    |
| <b>CARPETING</b>             |
| <b>1 EVALUATION SENT</b>     |
| <b>1 EVALUATION RECEIVED</b> |

**KEY**

Excellent = 5

Good = 4

Average = 3

Below Average = 2

Poor = 1

| QUESTION                                 | # OF RESPONSES/QUESTION |      |         |            |      |      |           |
|--|-------------------------|------|---------|------------|------|------|-----------|
|  | Excellent               | Good | Average | Below Avg. | Poor | N/A  | Avg. Rank |
| <b>Range of Options</b>                  | 1                       |      |         |            |      |      | 5.0       |
| % of Total                               | 100%                    |      |         |            |      |      |           |
| <b>Appearance</b>                        | 1                       |      |         |            |      |      | 5.0       |
| % of Total                               | 100%                    |      |         |            |      |      |           |
| <b>Ease of Assembly and Installation</b> | 1                       |      |         |            |      |      | 5.0       |
| % of Total                               | 100%                    |      |         |            |      |      |           |
| <b>Durability</b>                        | 1                       |      |         |            |      |      | 5.0       |
| % of Total                               | 100%                    |      |         |            |      |      |           |
| <b>Overall Satisfaction</b>              | 1                       |      |         |            |      |      | 5.0       |
| % of Total                               | 100%                    |      |         |            |      |      |           |
| <b>Comparison to Traditional Product</b> | 1                       |      |         |            |      |      | 5.0       |
| % of Total                               | 100%                    |      |         |            |      |      |           |
| <b>Customer Service</b>                  |                         |      |         |            |      | 1    | N/A       |
| % of Total                               |                         |      |         |            |      | 100% |           |

|                          | Yes  | No | Not Sure |
|--------------------------|------|----|----------|
| <b>Recommend Product</b> | 1    |    |          |
| % of Total               | 100% |    |          |
| <b>Purchase Again</b>    | 1    |    |          |
| % of Total               | 100% |    |          |

|                               |
|-------------------------------|
| <b>EVALUATION SUMMARY</b>     |
| <b>RECYCLED COPY PAPER</b>    |
| <b>12 EVALUATIONS SENT</b>    |
| <b>6 EVALUATIONS RECEIVED</b> |

**KEY**  
 Excellent = 5  
 Good = 4  
 Average = 3  
 Below Average = 2  
 Poor = 1

| QUESTION                                 | # OF RESPONSES/QUESTION |      |         |            |      |     |           |
|--|-------------------------|------|---------|------------|------|-----|-----------|
|  | Excellent               | Good | Average | Below Avg. | Poor | N/A | Avg. Rank |
| <b>Range of Options</b>                  |                         | 2    | 3       |            |      | 1   | 3.4       |
| % of Total                               |                         | 33%  | 50%     |            |      | 17% |           |
| <b>Appearance</b>                        | 2                       | 2    | 1       | 1          |      |     | 3.8       |
| % of Total                               | 33%                     | 33%  | 17%     | 17%        |      |     |           |
| <b>Ease of Assembly and Installation</b> | 1                       | 2    | 1       |            |      | 2   | 4.0       |
| % of Total                               | 17%                     | 33%  | 17%     |            |      | 33% |           |
| <b>Durability</b>                        |                         | 3    |         | 1          |      | 2   | 3.5       |
| % of Total                               |                         | 50%  |         | 17%        |      | 33% |           |
| <b>Overall Satisfaction</b>              | 1                       | 3    |         | 2          |      |     | 3.5       |
| % of Total                               | 17%                     | 50%  |         |            |      |     |           |
| <b>Comparison to Traditional Product</b> | 1                       | 3    |         | 1          | 1    |     | 3.3       |
| % of Total                               | 17%                     | 50%  |         | 17%        | 17%  |     |           |
| <b>Customer Service</b>                  |                         |      |         |            |      | N/A | N/A       |
| % of Total                               |                         |      |         |            |      |     |           |

|                          | Yes | No  | Not Sure | NS  |
|--------------------------|-----|-----|----------|-----|
| <b>Recommend Product</b> | 4   | 2   |          |     |
| % of Total               | 67% | 33% |          |     |
| <b>Purchase Again</b>    | 3   | 2   |          | 1   |
| % of Total               | 50% | 33% |          | 17% |

|                                 |
|---------------------------------|
| <b>EVALUATION SUMMARY</b>       |
| <b>RECYCLED OFFICE SUPPLIES</b> |
| <b>3 EVALUATIONS SENT</b>       |
| <b>1 EVALUATION RECEIVED</b>    |

**KEY**

Excellent = 5

Good = 4

Average = 3

Below Average = 2

Poor = 1

| QUESTION                                 | # OF RESPONSES/QUESTION |      |         |            |      |     |           |
|--|-------------------------|------|---------|------------|------|-----|-----------|
|  | Excellent               | Good | Average | Below Avg. | Poor | N/A | Avg. Rank |
| <b>Range of Options</b>                  |                         | 1    |         |            |      |     | 4.0       |
| % of Total                               |                         | 100% |         |            |      |     |           |
| <b>Appearance</b>                        |                         | 1    |         |            |      |     | 4.0       |
| % of Total                               |                         | 100% |         |            |      |     |           |
| <b>Ease of Assembly and Installation</b> |                         | 1    |         |            |      |     | 4.0       |
| % of Total                               |                         | 100% |         |            |      |     |           |
| <b>Durability</b>                        |                         | 1    |         |            |      |     | 4.0       |
| % of Total                               |                         | 100% |         |            |      |     |           |
| <b>Overall Satisfaction</b>              |                         | 1    |         |            |      |     | 4.0       |
| % of Total                               |                         | 100% |         |            |      |     |           |
| <b>Comparison to Traditional Product</b> |                         | 1    |         |            |      |     | 4.0       |
| % of Total                               |                         | 100% |         |            |      |     |           |
| <b>Customer Service</b>                  |                         | 1    |         |            |      |     | 4.0       |
| % of Total                               |                         | 100% |         |            |      |     |           |

|                          | Yes  | No | Not Sure |
|--------------------------|------|----|----------|
| <b>Recommend Product</b> | 1    |    |          |
| % of Total               | 100% |    |          |
| <b>Purchase Again</b>    | 1    |    |          |
| % of Total               | 100% |    |          |

|                                  |
|----------------------------------|
| <b>EVALUATION SUMMARY</b>        |
| <b>RECYCLED PAINT – VENDOR A</b> |
| <b>15 EVALUATIONS SENT</b>       |
| <b>14 EVALUATIONS RECEIVED</b>   |

**KEY**  
**Excellent = 5**  
**Good = 4**  
**Average = 3**  
**Below Average = 2**  
**Poor = 1**

| QUESTION                                 | # OF RESPONSES/QUESTION |      |         |            |      |     |           |
|--|-------------------------|------|---------|------------|------|-----|-----------|
|  | Excellent               | Good | Average | Below Avg. | Poor | N/A | Avg. Rank |
| <b>Range of Options</b>                  | 4                       | 6    | 1       | 2          |      | 1   | 4.0       |
| % of Total                               | 29%                     | 43%  | 7%      | 14%        |      | 7%  |           |
| <b>Appearance</b>                        | 5                       | 4    | 4       |            |      | 1   | 4.1       |
| % of Total                               | 36%                     | 29%  | 29%     |            |      | 7%  |           |
| <b>Ease of Assembly and Installation</b> | 4                       | 2    | 2       | 2          |      | 4   | 3.9       |
| % of Total                               | 29%                     | 14%  | 14%     | 14%        |      | 29% |           |
| <b>Durability</b>                        | 2                       | 1    |         | 1          |      | 10  | 4.0       |
| % of Total                               | 14%                     | 7%   |         | 7%         |      | 71% |           |
| <b>Overall Satisfaction</b>              | 4                       | 5    | 3       | 1          |      | 1   | 3.9       |
| % of Total                               | 29%                     | 36%  | 21%     | 7%         |      | 7%  |           |
| <b>Comparison to Traditional Product</b> | 4                       | 3    | 2       | 2          |      | 3   | 3.8       |
| % of Total                               | 29%                     | 21%  | 14%     | 14%        |      | 21% |           |
| <b>Customer Service</b>                  | 3                       | 2    | 2       |            |      | 7   | 2.7       |
| % of Total                               | 21%                     | 21%  | 21%     |            |      | 50% |           |

|                          | Yes | No  | Not Sure | N/A |
|--------------------------|-----|-----|----------|-----|
| <b>Recommend Product</b> | 8   | 6   |          |     |
| % of Total               | 57% | 43% |          |     |
| <b>Purchase Again</b>    | 9   | 5   |          |     |
| % of Total               | 64% | 36% |          |     |



|                                  |
|----------------------------------|
| <b>EVALUATION SUMMARY</b>        |
| <b>RECYCLED PAINT – VENDOR B</b> |
| <b>5 EVALUATIONS SENT</b>        |
| <b>3 EVALUATIONS RECEIVED</b>    |

**KEY**  
**Excellent = 5**  
**Good = 4**  
**Average = 3**  
**Below Average = 2**  
**Poor = 1**

| QUESTION                                 | # OF RESPONSES/QUESTION |      |         |            |      |      |           |
|--|-------------------------|------|---------|------------|------|------|-----------|
|  | Excellent               | Good | Average | Below Avg. | Poor | N/A  | Avg. Rank |
| <b>Range of Options</b>                  |                         |      | 2       | 1          |      |      | 2.7       |
| % of Total                               |                         |      | 67%     | 33%        |      |      |           |
| <b>Appearance</b>                        | 2                       | 1    |         |            |      |      | 4.7       |
| % of Total                               | 67%                     | 33%  |         |            |      |      |           |
| <b>Ease of Assembly and Installation</b> |                         | 2    | 1       |            |      |      | 3.7       |
| % of Total                               |                         | 67%  | 33%     |            |      |      |           |
| <b>Durability</b>                        |                         | 1    | 2       |            |      |      | 3.3       |
| % of Total                               |                         | 33%  | 67%     |            |      |      |           |
| <b>Overall Satisfaction</b>              |                         |      |         |            |      | 3    | N/A       |
| % of Total                               |                         |      |         |            |      | 100% |           |
| <b>Comparison to Traditional Product</b> |                         | 2    | 1       |            |      |      | 3.7       |
| % of Total                               |                         | 67%  | 33%     |            |      |      |           |
| <b>Customer Service</b>                  |                         | 2    | 1       |            |      |      | 3.7       |
| % of Total                               |                         | 67%  | 33%     |            |      |      |           |

|                          | Yes | No  | Not Sure | N/A |
|--------------------------|-----|-----|----------|-----|
| <b>Recommend Product</b> | 1   | 2   |          |     |
| % of Total               | 33% | 67% |          |     |
| <b>Purchase Again</b>    | 2   | 1   |          |     |
| % of Total               | 67% | 33% |          |     |

|   |
|---|
| <b>EVALUATION SUMMARY</b>                   |
| <b>OIL PANS FOR MUNICIPAL OIL RECYCLING</b> |
| <b>2 EVALUATIONS SENT</b>                   |
| <b>2 EVALUATION RECEIVED</b>                |

**KEY**  
 Excellent = 5  
 Good = 4  
 Average = 3  
 Below Average = 2  
 Poor = 1

| QUESTION                                 | # OF RESPONSES/QUESTION |      |          |            |      |     |           |
|--|-------------------------|------|----------|------------|------|-----|-----------|
|  | Excellent               | Good | Average  | Below Avg. | Poor | N/A | Avg. Rank |
| <b>Range of Options</b>                  | 1                       |      | 1        |            |      |     | 4.0       |
| % of Total                               | 50%                     |      | 50%      |            |      |     |           |
| <b>Appearance</b>                        | 1                       |      | 1        |            |      |     | 4.0       |
| % of Total                               | 50%                     |      | 50%      |            |      |     |           |
| <b>Ease of Assembly and Installation</b> | 1                       |      | 1        |            |      |     | 4.0       |
| % of Total                               | 50%                     |      | 50%      |            |      |     |           |
| <b>Durability</b>                        | 1                       |      |          |            |      | 1   | 5.0       |
| % of Total                               | 50%                     |      |          |            |      | 50% |           |
| <b>Overall Satisfaction</b>              | 1                       |      |          |            |      | 1   | 5.0       |
| % of Total                               | 50%                     |      |          |            |      | 50% |           |
| <b>Comparison to Traditional Product</b> | 1                       | 1    |          |            |      |     | 4.5       |
| % of Total                               | 50%                     | 50%  |          |            |      |     |           |
| <b>Customer Service</b>                  | 1                       |      |          |            |      | 1   | 5.0       |
| % of Total                               | 50%                     |      |          |            |      | 50% |           |
|  |                         |      |          |            |      |     |           |
|  | Yes                     | No   | Not Sure |            |      |     |           |
| <b>Recommend Product</b>                 | 1                       |      | 1        |            |      |     |           |
| % of Total                               | 50%                     |      | 50%      |            |      |     |           |
| <b>Purchase Again</b>                    | 1                       |      | 1        |            |      |     |           |
| % of Total                               | 50%                     |      | 50%      |            |      |     |           |

**EVALUATION SUMMARY****TRAFFIC CONES**

**1 EVALUATION SENT**  
**1 EVALUATION RECEIVED**

**KEY**

Excellent = 5

Good = 4

Average = 3

Below Average = 2

Poor = 1

| QUESTION                                 | # OF RESPONSES/QUESTION |      |         |            |      |      |           |
|--|-------------------------|------|---------|------------|------|------|-----------|
|  | Excellent               | Good | Average | Below Avg. | Poor | N/A  | Avg. Rank |
| <b>Range of Options</b>                  | 1                       |      |         |            |      |      | 5.0       |
| % of Total                               | 100%                    |      |         |            |      |      |           |
| <b>Appearance</b>                        | 1                       |      |         |            |      |      | 5.0       |
| % of Total                               | 100%                    |      |         |            |      |      |           |
| <b>Ease of Assembly and Installation</b> |                         |      |         |            |      | 1    | N/A       |
| % of Total                               |                         |      |         |            |      | 100% |           |
| <b>Durability</b>                        | 1                       |      |         |            |      |      | 5.0       |
| % of Total                               | 100%                    |      |         |            |      |      |           |
| <b>Overall Satisfaction</b>              | 1                       |      |         |            |      |      | 5.0       |
| % of Total                               | 100%                    |      |         |            |      |      |           |
| <b>Comparison to Traditional Product</b> | 1                       |      |         |            |      |      | 5.0       |
| % of Total                               | 100%                    |      |         |            |      |      |           |
| <b>Customer Service</b>                  | 1                       |      |         |            |      |      | 5.0       |
| % of Total                               | 100%                    |      |         |            |      |      |           |

|                          | Yes  | No | Not Sure |
|--------------------------|------|----|----------|
| <b>Recommend Product</b> | 1    |    |          |
| % of Total               | 100% |    |          |
| <b>Purchase Again</b>    | 1    |    |          |
| % of Total               | 100% |    |          |

|                              |
|------------------------------|
| <b>EVALUATION SUMMARY</b>    |
| <b>RE-REFINED OIL</b>        |
| <b>8 EVALUATION SENT</b>     |
| <b>5 EVALUATION RECEIVED</b> |

**KEY**

Excellent = 5

Good = 4

Average = 3

Below Average = 2

Poor = 1

| QUESTION                                 | # OF RESPONSES/QUESTION |      |         |            |      |     |           |
|--|-------------------------|------|---------|------------|------|-----|-----------|
|  | Excellent               | Good | Average | Below Avg. | Poor | N/A | Avg. Rank |
| <b>Range of Options</b>                  |                         | 2    |         |            |      | 3   | 4.0       |
| % of Total                               |                         | 40%  |         |            |      | 60% |           |
| <b>Appearance</b>                        |                         | 1    | 1       |            |      | 3   | 3.5       |
| % of Total                               |                         | 20%  | 20%     |            |      | 60% |           |
| <b>Ease of Assembly and Installation</b> |                         | 1    | 1       |            |      | 3   | 3.5       |
| % of Total                               |                         | 20%  | 20%     |            |      | 60% |           |
| <b>Durability</b>                        |                         |      | 2       |            |      | 3   | 3         |
| % of Total                               |                         |      | 40%     |            |      | 60% |           |
| <b>Overall Satisfaction</b>              |                         | 1    | 2       |            |      | 2   | 3.3       |
| % of Total                               |                         | 20%  | 40%     |            |      | 40% |           |
| <b>Comparison to Traditional Product</b> |                         | 1    | 2       |            |      | 2   | 3.3       |
| % of Total                               |                         | 20%  | 40%     |            |      | 40% |           |
| <b>Customer Service</b>                  |                         | 1    | 1       |            |      | 3   | 3.5       |
| % of Total                               |                         | 20%  | 20%     |            |      | 60% |           |

|                          | Yes | No | Not Sure | NS  | N/A |
|--------------------------|-----|----|----------|-----|-----|
| <b>Recommend Product</b> | 1   |    |          | 1   | 3   |
| % of Total               | 20% |    |          | 20% | 60% |
| <b>Purchase Again</b>    | 1   |    |          | 1   | 3   |
| % of Total               | 20% |    |          | 20% | 60% |

|                                 |
|---------------------------------|
| <b>EVALUATION SUMMARY</b>       |
| <b>SNOW PLOW BLADE WEAR PAD</b> |
| <b>1 EVALUATION SENT</b>        |
| <b>1 EVALUATION RECEIVED</b>    |

**KEY**

Excellent = 5

Good = 4

Average = 3

Below Average = 2

Poor = 1

| QUESTION                                 | # OF RESPONSES/QUESTION |      |         |            |      |      |           |
|--|-------------------------|------|---------|------------|------|------|-----------|
|  | Excellent               | Good | Average | Below Avg. | Poor | N/A  | Avg. Rank |
| <b>Range of Options</b>                  |                         |      | 1       |            |      |      | 3.0       |
| % of Total                               |                         |      | 100%    |            |      |      |           |
| <b>Appearance</b>                        |                         |      | 1       |            |      |      | 3.0       |
| % of Total                               |                         |      | 100%    |            |      |      |           |
| <b>Ease of Assembly and Installation</b> |                         |      |         | 1          |      |      | 2.0       |
| % of Total                               |                         |      |         | 100%       |      |      |           |
| <b>Durability</b>                        |                         |      | 1       |            |      |      | 3.0       |
| % of Total                               |                         |      | 100%    |            |      |      |           |
| <b>Overall Satisfaction</b>              |                         |      | 1       |            |      |      | 3.0       |
| % of Total                               |                         |      | 100%    |            |      |      |           |
| <b>Comparison to Traditional Product</b> |                         |      | 1       |            |      |      | 3.0       |
| % of Total                               |                         |      | 100%    |            |      |      |           |
| <b>Customer Service</b>                  |                         |      |         |            |      | 1    | 0.0       |
| % of Total                               |                         |      |         |            |      | 100% |           |

|                          | Yes | No | Not Sure |
|--------------------------|-----|----|----------|
| <b>Recommend Product</b> |     |    | 1        |
| % of Total               |     |    | 100%     |
| <b>Purchase Again</b>    |     |    | 1        |
| % of Total               |     |    | 100%     |

**KEY**

Excellent=5

Good=4

Average=3

Below Average=2

Poor=1

| QUESTION                                     | # OF RESPONSES/QUESTION |      |         |           |      |     |           |
|--|-------------------------|------|---------|-----------|------|-----|-----------|
|  | Excellent               | Good | Average | Below Avg | Poor | N/A | Avg. Rank |
| <b>Range of Options</b>                      |                         |      |         |           |      |     |           |
| % of Total                                   |                         |      |         |           |      |     |           |
| <b>Appearance</b>                            |                         |      |         |           |      |     |           |
| % of Total                                   |                         |      |         |           |      |     |           |
| <b>Ease of Assembly<br/>and Installation</b> |                         |      |         |           |      |     |           |
| % of Total                                   |                         |      |         |           |      |     |           |
| <b>Durability</b>                            |                         |      |         |           |      |     |           |
| % of Total                                   |                         |      |         |           |      |     |           |
| <b>Overall Satisfaction</b>                  |                         |      |         |           |      |     |           |
| % of Total                                   |                         |      |         |           |      |     |           |
| <b>Comparison to<br/>Traditional Product</b> |                         |      |         |           |      |     |           |
| % of Total                                   |                         |      |         |           |      |     |           |
| <b>Customer Service</b>                      |                         |      |         |           |      |     |           |
| % of Total                                   |                         |      |         |           |      |     |           |

|   | Yes | No | Not Sure |
|---|-----|----|----------|
| <b>Recommend Product</b>                            |     |    |          |
| % of Total  |     |    |          |
| <b>Purchase Again</b>                               |     |    |          |
| % of Total  |     |    |          |
| <b>Interest in Future<br/>Program Participation</b> |     |    |          |
| % of Total  |     |    |          |